# ANNUAL REPORT 2020 - 2021





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# FOUNDER'S NOTE

Last year represents one of the most difficult times in the history of humanity. The pain, the suffering, and the loss of life that the pandemic inflicted has impacted each and every person no matter how rich or poor. The isolation, the stigma, the caregiving fatigue that everyone faced during the pandemic is something that people with disabilities and their families have faced all their life. There is no denying that people from marginalized communities including disabilities have been impacted more severely.

However, there was also a lot that happened, that was remarkable. Many organisations, educators, therapists and the peer community members went well beyond the call of duty to reach out and help families in need.

Our team also juggled between baby-sitting their young children, caring for elderly and managing work commitments from confines of home. We launched a multi-channel helpline to provide counselling support to families across the country in most accessible manner and are grateful for the support from HT Parekh Foundation. The grant from Azim Premji Foundation enabled us to launch parent training programs and expand our knowledge resources in Hindi. Thanks to the support of corporate donations, we are working hard to cross hurdles and launch our upgraded digital multi-lingual mobile-platform to bring us closer to families we serve. We are constantly innovating to be more resourced, more reachable, and more relevant and to make support available beyond geographical boundaries, be it online peer-group meetings, fun events to engage families or mental health counselling. It brings me immense satisfaction that we are able support a family in a holistic manner through the interconnectedness of our services during these difficult times.

I remain in gratitude to our donors and well-wishers especially for supporting us during these difficult times and our expert advisors, our incredible board members for guiding us. A huge shout out to our dedicated enthusiastic team and volunteers. Last but not the least, I thank our parent community for showing us the way forward with your continued feedback and your stoicism and positivity.

The disproportionate impact of the pandemic on people with disabilities and their families is a constant reminder for us to continue our mission no matter how tough the situation is. We are determined to work together with our partners to harness the power of collective.

Success is not final, Failure is not fatal; It is the courage to continue that counts. - Winston Churchill

#### Prachi Deo

Founder & Executive Director, Nayi Disha

# WHO WE ARE



Nayi Disha is a lifelong partner for families who are the primary caregivers for children affected by autism and other development disabilities. We help the child reach his/ her true potential by providing families with information, guidance and hope through a reliable and evolving digital hub and supportive peer community. This hub is a rich source of information and resources, expert networks and helplines.

We are committed to making the latest research and evidence-based practice available to families as they try to do the best for their kids. We host a free helpline for parents to talk and chat with experts. And we also provide a directory of available services in various cities, with the option for user reviews and ratings.

Nayi Disha has won many prestigious awards, including the international Zero Project Award 2020.



To enable and equip families affected by developmental disabilities to be the change-agent in the development of their loved one, and not leave any family behind.



### MISSION

To provide hope and support to parents as primary caregivers of children touched by autism, down syndrome and other developmental disabilities.



To build an evolving ecosystem and a strong interactive community of all stakeholders including health and education providers, non-governmental organizations, and other families.

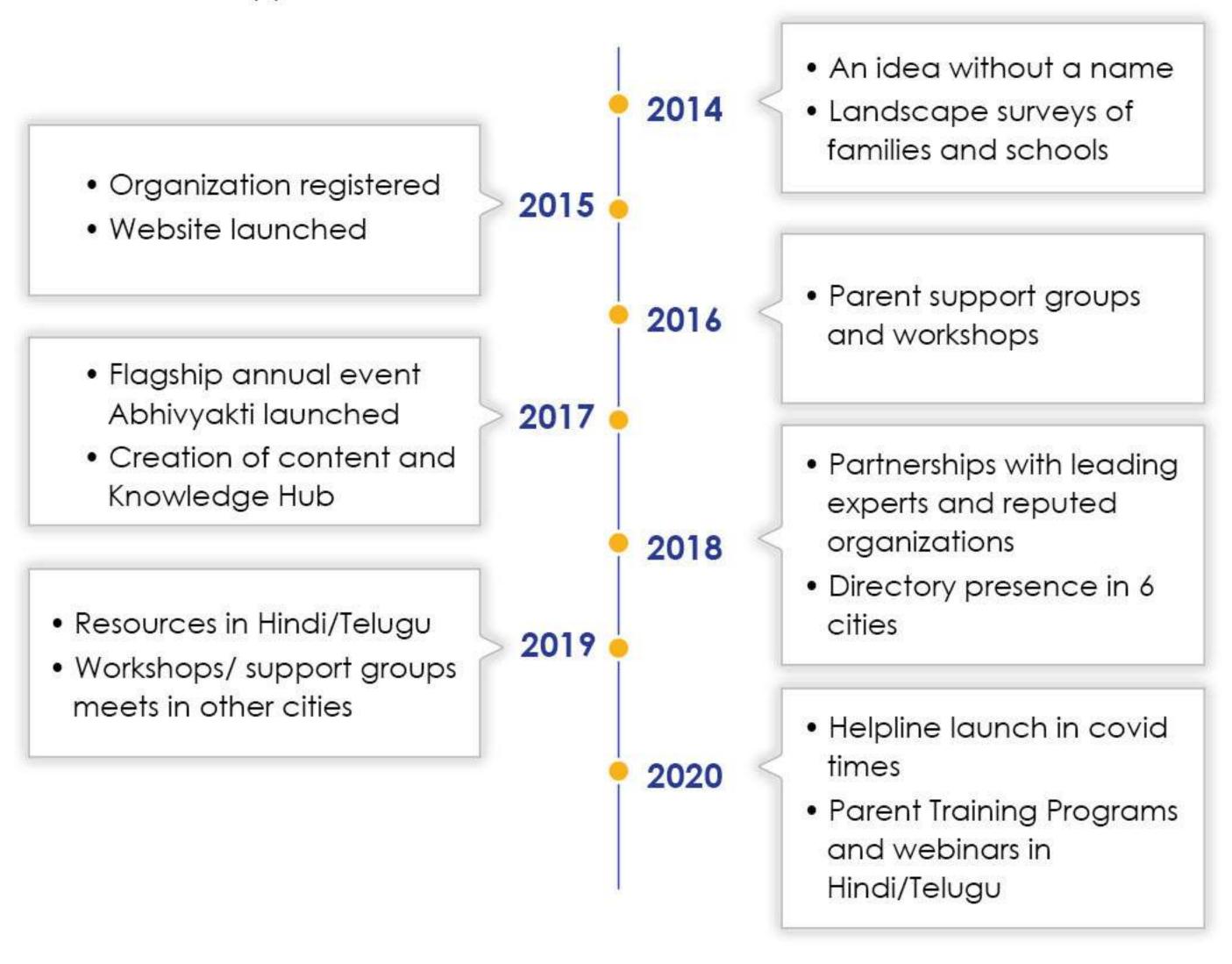


To drive the reach countrywide through the power of digital technology and innovation, in an understood language.

# OUR JOURNEY TILL DATE



An idea discussed between two friends during their routine strolls has now evolved into a credible destination for guidance and support for families. We have built an ecosystem of all stakeholders committed to developmental disabilities with families in focus. We continue to innovate and find new ways to ensure our support services are relevant to the families.





# AT A GLANCE



Over the last 5 years, we have worked hard to provide holistic support to parents in accordance to their needs.



3,400 PARENTS TRAINED THROUGH

PARENT TRAININGS AND OTHER EVENTS



2,000+ CAREGIVERS COUNSELED ON HELPLINE



ARTIFACTS INFORMATION RESOURCES IN ENGLISH, HINDI AND TELUGU



NATIONAL DIRECTORY OF 1,874 VERIFIED SERVICE PROVIDERS



1,75,000 **FAMILIES FROM 500** CITIES/TOWNS REACHED WITH THE DIGITAL PLATFORM.



COMMUNITY OF 11,500

ENGAGES WITH NAYI DISHA ON VARIOUS SERVICES

want to thank NayiDisha from bottom of my heart. Because of your hard work & dedication, we get a new ray of hope. You always think about our needs and our children and understand us.

- Parent from Nayi Disha Community

# HELPING PARENTS DURING THE PANDEMIC



Our efforts to build inclusive communities for parents of special children continue to impact caregivers' lives. As families struggled to cope with the closure of schools and therapy, they sought to provide home-based interventions and keep their children engaged. To help parent communities in Covid times, our team continually strived to find newer and innovative ways. Some of our initiatives during these difficult times as we all adjusted to the new normal:



#### **About COVID-19**

We curated information about Covid-19 and the lockdown in the context of children/young adults with disabilities and their caregivers. It was available in Hindi and English.



#### Digital Campaigns

We ran various social media campaigns to encourage parents and to keep children motivated.



#### Video Consultations

We introduced a new feature on our website that would help the parent and caregiver Communities to find therapists/doctors who conduct video consultations.



#### 30-day campaign

We shared daily activities to engage children during the lockdown. It was very well received by our communities. It was heartening to see parents share the outcome of the activities with us.

"कोरोना और लॉकडाउन के इस कठिन समय के दौरान अपने बच्चों के साथ हमारा मार्गदर्शन करने के लिए व्हाट्सएप helpline (AMA) जैसी नई दिशा पहल बहुत मददगार रही है।"

- Parent from Nayi Disha Community

# SUPPORTING PARENTS THROUGH ONLINE EVENTS



Probably one of the only boons of the pandemic was the adoption of the digital medium by people in tier2/3 cities. During the lockdown, when parents were struggling to take care of special needs children, they explored ways to get help. We are grateful to subject matter experts who pitched in to conduct parent training programs over zoom on various topics. Apart from parent training, we also conducted Facebook Lives events to boost parent's morale. Our sessions on doodle art, storytelling, and self care were means to promote bonding between parents and children. Additionally, we also organized online support group meetings for parents to discuss their challenges and celebrate their joys.





1,000+ **PARENTS** CONDUCTED TRAINED



#### PARENT FEEDBACK ON THE WEBINARS





80%

parents found sessions useful

77%

Parents plan to implement the changes 76%

Parents gained new information

God doesn't give special parents. He takes ordinary, imperfect people, and gift them with his greatest treasures. And there in, he creates special parents"

-Anonymous

# NEW INITIATIVES



### MULTI-CHANNEL HELPLINE

May 2019, we launched a chat-based Helpline as a pilot which helped us reach many families. As a step towards bringing such support closer to families with limited digital connectivity especially during the pandemic, launched we multichannel helpline in December 2020. Caregivers can now reach us via phone, WhatsApp, and other channels.

The objective of the helpline is:

To provide counselling and guidance to families with mental health support

To connect families with network of services

To provide easy access to repository of information

To encourage positive and improved caregiving

TOTAL NUMBER OF **QUERIES RECEIVED** 



TOTAL % OF **QUERIES RESOLVED** 



200 TOWN

Parents contacted us from 200+ Cities. Some smaller cities and town:

- Angul (Odisha)
- Banka (Bihar),
- Ratnagiri (Maharashtra)
- Veraval (Gujarat)
- Boha (Punjab)
- Ganganagar (Rajasthan)
- Bareilly (Uttar Pradesh)
- Dehradun (Uttarakhand)

Alex\*, father of a 3-year-old child diagnosed with Autism and residing in a remote area of Singrauli called our helpline. He was unable to find access to therapy centers in the remote area. He was keen to understand if as the primary caregiver of a child with disability. it is well within his Rights to request for transfer to a Tier 1 or 2 city where therapy centers are more accessible. Nayi Disha counselling team was able to direct him to take the necessary steps to request for transfer from Singrauli. They also helped Alex look for verified therapy centers to help identify a suitable city for the move.

\*Names changed to protect parent privacy



### SAKSHAM PROGRAM



During the Pandemic, trained therapists and teachers became scarce resources. even more Saksham is a parent training program, it is a collaborative effort by Nayi Disha and Saamarthya Foundation. The main goal of this training program is to help families of children with intellectual and developmental disabilities better gain a understanding of their child's condition.We would like to thank Shivani Pandit for her subject matter expertise and for making this initiative a success.

38 **PARENTS TRAINED** 

PARENTS TRAINING program in Hindi

PARENTS FROM TOWNS (Ranchi, Patna, Ghaziabad, Meerut etc)

90% of respondents indicated that they gained new information

90% indicated their willingness to implement their learnings

बिहार राज्य के बेगूसराय जिले के निवासी कौशल जी और उनकी पत्नी अंजू जी का एक बच्चा आटिज्म से प्रभावित है। अभी वह 21 महीना का ही है। पहली बार जब उनको आटिज्म के बारे में पता चला कि ऐसा कुछ इनके बच्चे को है, तो वो घबरा गए थे, कि वे कहाँ जाए,क्या करे! इनको हैदराबाद के एक हॉस्पिटल से नयी दिशा और सक्षम अभिभावक प्रशिक्षण प्रोग्राम के बारे में पता चला इनसे इनके अंदर एक समझ विकसित हुई, और बच्चे के व्यवहार के बारे अधिक समझ का निर्माण हुआ। अब ये दोनों काफी सकरात्मक हैं,अपने बच्चे के स्वास्थ्य को लेकर । यह परिशिक्षण जूम के द्वारा संभव हो पाया। और किस तरह तकनीक ने चुनौतियों को हल करने का काम किया है, यह नई दिशा ने साबित कर के दिखाया है।

661 live in Patna, Bihar where finding qualified therapist is not so easy. Saksham was a very good parent training program. It has given me ideas about to understand my child and how to work with my kid. I could learn how it to use play, story telling and creating visual schedules through this program in day-to-day activities.

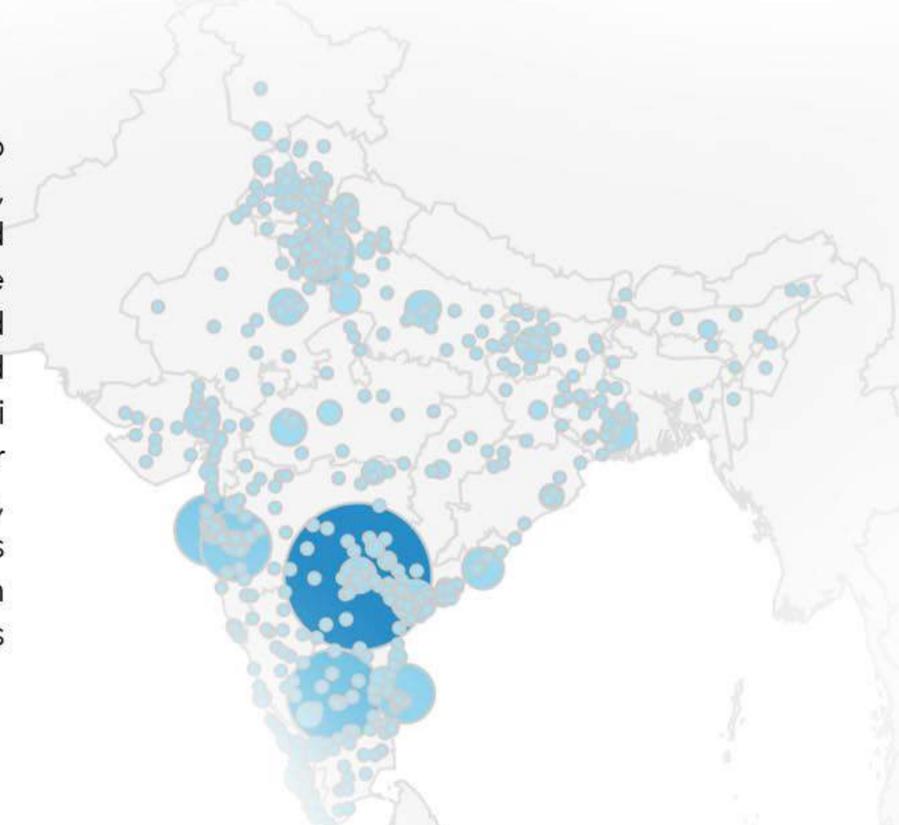
- Snehlata, Patna, Bihar

# A CLOSER LOOK AT 2020-21



### OUR REACH

Through our outreach efforts to help families during the Pandemic, different new initiatives, and continued programs to provide hope to caregivers, we reached families in 500+ in smaller cities and towns. As we focused on Hindi speaking states of Jharkhand, Utter Pradesh, Madhya Pradesh, Uttarakhand and Bihar, caregivers from smaller towns and cities from these states connected with us through our platform.



I am Dr. Sangita and stay in remote area of Odisha where therapist for my child was a distant dream. I have struggled a lot to find right support but when I got the opportunity to become a part of Nayi Disha family, my attitude towards life and struggles has changed. When I saw the wealth of information, the high level and depth of discussions 'impossible' became 'I am possible'

Nayi Disha is to special needs parents what the Gray's anatomy is for the doctors, a guide and mentor to all parents with special needs children

Sangita, Odisha (mother of 22yrs young adult with special needs)

### BREAKING LANGUAGE BARRIERS

दिव्यांगता से प्रभावित आबादी का एक बड़ा हिस्सा (लगभग 69:) ग्रामीण क्षेत्रों में वास करती है। भारत एक विविधतापूर्ण देश है'। इतनी और इस कोटि की विभिन्नता के बावजूद सम्पूर्ण भारत एकता के सूत्र में निबद्ध है ।जब हम एक समावेशी समाज के निर्माण की बात करते हैं,तो उसमें भाषा की एक महत्वपूर्ण भूमिका है।

नयी दिशा ने भाषा की महत्वपूर्णता को ध्यान में रखते हुए,कई सारे महत्वपूर्ण रिसोर्स अंग्रेजी के अलावा हिंदी एवं तेलुगु में भी अपने वेबसाइट पे उपलब्ध कराया है।और वेबसाइट को हिंदी में भी लांच करने की तैयारी में है। साथ ही नयी दिशा ने अपने हेल्पलाइन चौनल को भी हिंदी ,अंग्रेजी और तेलुगु में उपलब्ध कराया है। ताकि अधिक से अधिक बोली जाने वाली भाषाई क्षेत्र तक समुदाय को मदद पहुंचाया जा सके।

We have partnered with Logos Transofrmation - a start-up in Delhi which employs people with disabilities. 50% of our Information resources are now available in multiple languages. Our translated content along with directed outreach efforts, will help us reach even more families in smaller towns as we move forward.

With the launch of our multi-lingual platform later in 2021, we expect to reach 1 lac families.

**HOW FAMILIES ACCESSED OUR INFORMATION** 



1,28,606 **YOUTUBE VIEWS** 



1,79,641 **ARTICLES VIEWS** 



8,323 **DOWNLOADS** 

Nayi Disha provides a platform for me and like many more parents where parents get so many information how to handle their children. They provide information in Hindi also which is very helpful for parents in rural areas. The new helpline gives us a chance to discuss our child's issues with a specialist which strengthens us for better

understanding of our child's issues.

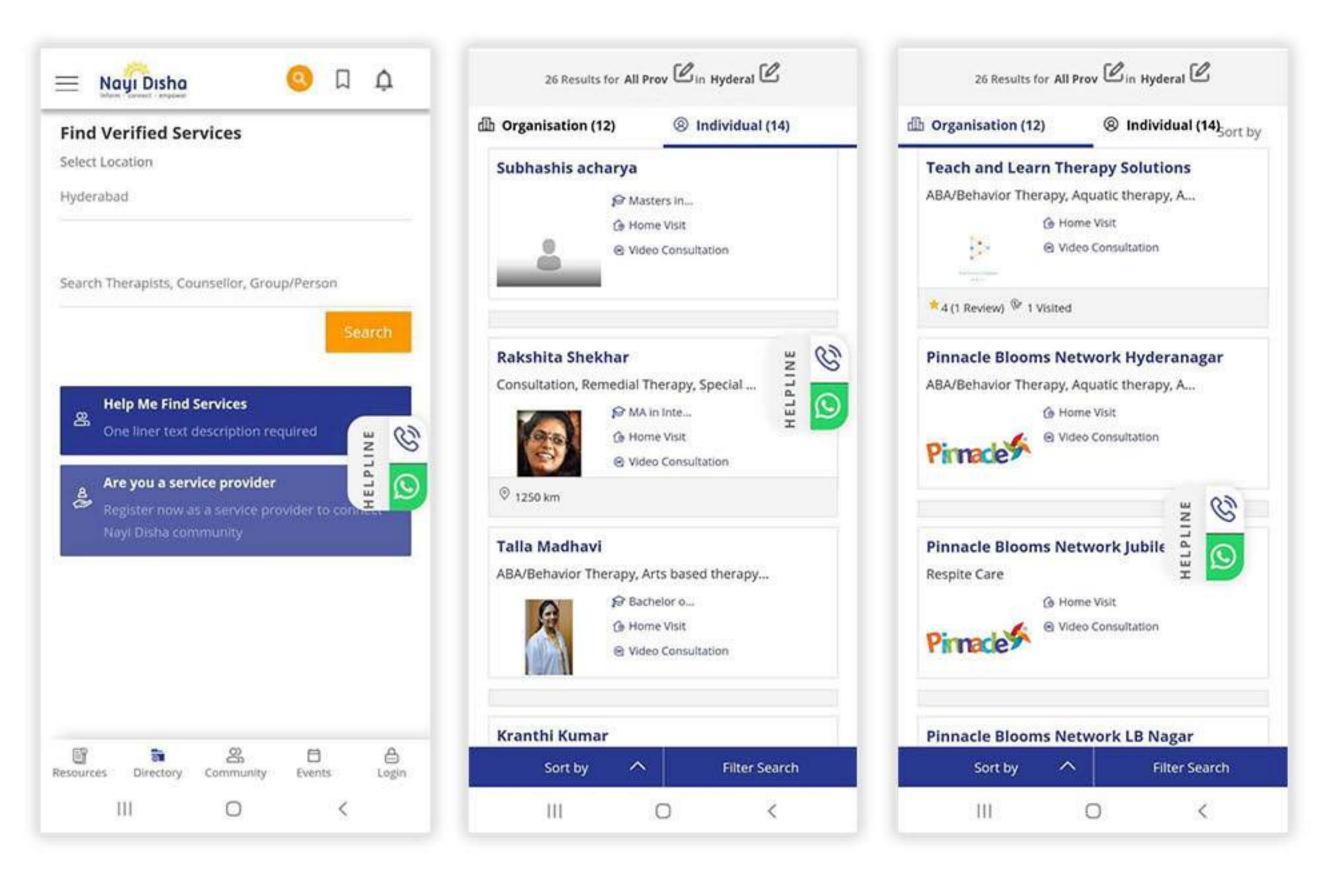
- Pushpa, Ranchi, Jharkhand

### SERVICE DIRECTORY

Parents reached us through different modes to enquire about verified service providers, especially in the smaller cities. We continued our endeavor to build the directory. With the COVID pandemic, the directory has been updated to reflect providers with video consultations and those that provide home consultations.



Out directory include providers such as-Counselors, Therapy centres, Therapists, Doctors, Home health services, hospital, schools, residential centres



# PEER SUPPORT COMMUNITIES

Sometimes parents seek immediate support and information, but to manage the day-to-day challenges of raising a child with a disability, they need ongoing support and guidance. This strength lies in the core of our parent peer communities. We facilitate and moderate 20 peer support communities of more than 2,500 parents and 35 parent champions. Champions are the parents who are part of the ecosystem that we have built. The champions offer assertive and optimistic advice to younger families in the same situation as they were.



"It's lonely, but when you meet someone who gets it, it's transforming."

-Melody Statham Cameron

### WALK THE TALK

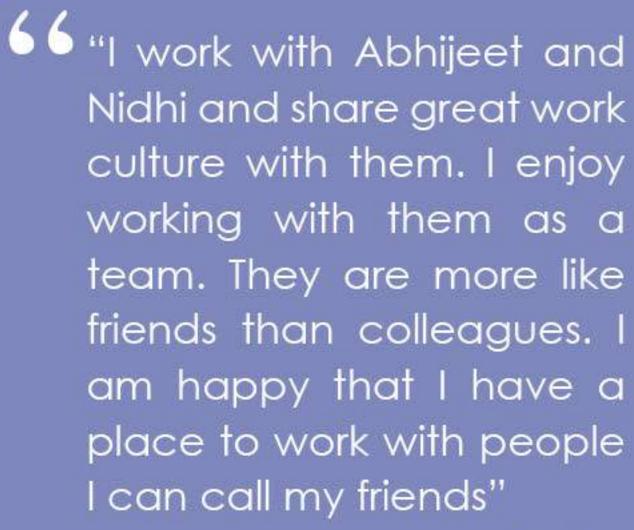


We have advocated inclusion as the way forward for children and caregivers of those affected by intellectual and developmental disabilities. In the year 2020-21, we expanded in another dimension as two individuals with disabilities became part of the Team Nayi Disha. Our network of professionals, parents, supports and our team had an opportunity to learn and grow with them.

I was a little sceptical on how things would work. However, Kedar was a pleasant surprise. There is nothing that makes Kedar any different as an individual at the workspace. He makes mistakes, learns from them and aims for improvement just like us. I received appreciation messages from parents regularly on receiving a call from Kedar."

- Nidhi (Outreach Manager)

"Kedar taught me to be more sensitive and inclusive. We as a team have developed a bond and we don't look at him as someone with disability. He is a fellow colleague and now a good friend we can have a lively conversations with. We need to learn about the achievements of the differently abled and neuro-diverse to be able to create a more inclusive society". - Abhijeet (Social Media Intern)



- Kedar



# **OUR PLATFORM**



We are on the path to launching a progressive web app for a fast, reliable, and responsive website across all devices. This multi-lingual platform will provide information in most Indian languages. This is an important milestone on our roadmap to support parents in remote areas in their preferred local language.









Reso







पापित सेवा-प्रदाताओं को देखने के लिए अपनी खोज को कस्टमाइज़ करें



# STORIES OF CHANGE



Abdullah\* from Hyderabad called us about his 6-year-old child diagnosed with Autism. The family were on the lookout for a medicine/cure to overcome the diagnosis handed out to the child. Our counsellors shared evidence-based facts and information about Autism and swayed them from attempting to reverse the diagnosis, This interaction helped prevent a significant investment of time, finances, and effort towards unscientific therapies out there that many families get lured into in the name of cure. Abdullah and his wife have now accepted the diagnosis and that it is a lifelong condition which can be managed with their support and love.

\*Names changed for privacy



Manisha\* connected us as she suspected that her child may have been subject to some form of physical abuse at a therapy center. She wanted to understand what steps had to be taken to address the child's safety and means to ensure safety is never compromised in the future. The counselling team was able to quickly counsel and guide the parent to seek medical help for the child while reaching out to the Child Rights Commission that has been established in every State of the country for prompt intervention into matters where a child's safety or protection is compromised.

\*Names changed for privacy



It's time to focus on abilities and not disabilities

- Jason Shawndale Steen

"The commendable work of Nayi Disha has made a significant difference in the much needed child development space. It's impact over the years has driven immense value to families of children with Intellectual and Developmental Disabilities. Many families are able to connect with each other and access right information and services with the help of Nayi Disha Resource Center. Fernandez Foundation is proud to be associated with Nayi Disha over the years. We wish they

increase their footprint across

the country and touch

many more lives.... "

Dr. Pramod Gaddam CEO, Fernandez foundation

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# YOU MADE IT HAPPEN!



# OUR SUPPORTERS













#### CROWDSOURCING

#### PHILANTHROPIC FOUNDATIONS









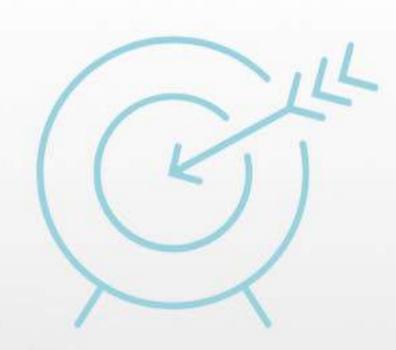
# INDIVIDUALS

Swathi Mittapelli	Tushar Garg	Arun Kumar Gupta
Lavanya Mehra	Asha B. Gurnani	Swathi Mittapelli
Bitri Divya	Neelabh Srivastava	Dr. Shama
Rajasri Das	Jomini Stephen	Veena Vaidyanathan
Piruthivi Raj Kumar	Sri Krishna Gullapalli	Srikanth
Kasturi Panse	krishna sumanth katakam	Arundhati Shenoy
Anirudh Makireddy	Soumya Sankaran	Dr. Raja Narayanan
Anirban Chatterjee	Manoj	Rahul Jindal
Amit Paunikar	Neha Duggal Saraf	Madhuri Duggirala
Naveen Kumar Tondur		

"Giving is not just about making a donation. It is about making a difference."

- Kathy Calvin

# GOALS FOR THE NEXT FISCAL YEAR



#### LAUNCH UPGRADED PLATFORM IN 2021-H2

COVID AWARENESS AND FUTURE PREPAREDNESS THROUGH NON DIGITAL CHANNELS

**NEW INITIATIVES TO SUPPORT PARENTS** SPEAKING TELUGU AND HINDI

### **ACCOUNT DETAILS FOR WIRE TRANSFER**

Name of the NGO: Nayi Disha Resource Centre

Account No: 058201000079

ICICI Bank Bank Name:

ICIC0000582 IFS Code:

Branch: ISB Branch, Gachibowli

Hyderabad City:

Savings Account Account Type:

Cheque in favour: Nayi Disha Resource Centre

Donations are tax deductible in India under Section 80G of the Income Tax Act

Visit our website to make a contribution I (III) www.nayi-disha.org



# THE EXECUTIVE BOARD





### Vivek Subramanian, President

is the Executive Director of Fourth Partner Energy. Vivek brings his in-depth experience of strategy, operations and management to the Nayi Disha Board.

### Reema Gupta, Vice-President

was the head of Centre for Learning and Management Practice and Corporate Relations at ISB.





### Sudarsana, Treasurer

is an Executive Director, Gender at work—a non-profit organization that works on issues of social justice and is passionate about equity for all.

### Jo Chopra McGowan, Member

Executive Director of Latika Roy Foundation. She is also a prolific author, blogger and an advocate for children with disabilities in India and abroad, who struggle to gain acceptance.





# Hari Subramanian, Joint Secretary

is the Head India Operations of Colruyt Group with 18 years of experience in various management functions. He brings technology and management expertise to Nayi Disha.

# Kashyap Mody, Member

is a Senior Vice President Treasury at Reliance Industries. He is also a Charted Accountant and his experience in finance and investments to Nayi Disha Board





### Prachi Deo, General Secretary

is the Founder & Executive Director of Nayi Disha Resource Centre. She believes empowering family members is the only sustainable means to enable children with disabilities attain their true potential!

# OUR FAMILY



### PARENT CHAMPIONS

These parents are our extended family. They proactively step in to help and counsel other parents and support them especially during the early phases after diagnosis.

#### PUNE

- Prachi Puranik
- Jyotsna
- Neha Didolkar

#### NAGPUR

- Priyanka Gupta
- Piyush Mishra
- Manjushree

#### BANGALORE

- Anitha Shankar
- Chitra Paul
- Feeji Philip

#### MUMBAI

- Deepali Sengar
- Jaya Sudhakar

#### JHARKHAND

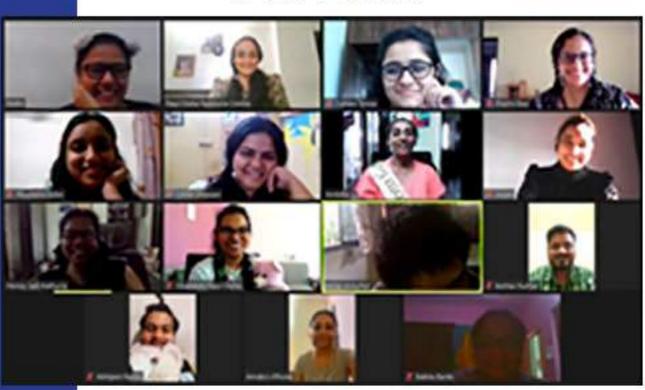
- Pushpa Lata
- Suja Pisharody

#### HYDERABAD

- Aarti Singh
- Annama Marcus
- Aparna Srinivasan
- Deepa Desai
- Jaya Balaji
- Kiruthika Srinivasan
- K S Lavanya
- Prashanthi Vankamamidi
- Rashmi Nishtala
- Sailaja Nori
- Shweta Srivastava
- Triveni Goswami
- Vandana Devireddy
- Yamini

Through waves the of Coronavirus, multiple lockdowns, logistical and technological challenges - the big core keeping things going for our cause has been the wonderful Nayi Disha team. Through thick and thin, though separated by screens, our super-passionate team continues to stick together. Nayi Disha is truly what it is because of its people!

#### OUR TEAM



"Individually, we are one drop. Together we are an ocean."

Ryunosuke Satoro

# FINANCIALS FOR 2020 - 2021



#### Nayi Disha Resource Centre

Balance Sheet As On 31st March, 2021	Balance	Sheet	As	On	31st	March.	2021
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Balance Sheet As On 31st March, 2021.				
Particulars	Amount	Amount		
Liabilities				
Excess of Income Over Expenditure				
Opening Balance	37,21,522			
Add:Surplus for this year	24,52,704	61,74,225		
Current Liabilities and Provisions:				
Payables		44,798		
Loans from Members		1,07,813		
	Total	63,26,836		
Assets				
Current Assets, Loans and Advances				
Fixed Deposits		15,22,543		
IT Refund Receivable		33,209		
Cash and Bank Balances				
Cash on hand		2,946		
Balance with ICICI Bank-00079		45,02,596		
Balance with ICICI Bank-241186		1,50,912		
Bank Deposit for Credit Card		1,14,629		
	Total	63,26,836		
for Nayi Disha Resource Centre	As per our report of even da			
	For Sankar & Raj	tanta		
2600	FR.No. 0066018	SANKA		
V8	1.110. 000001B	12/		
<b>6</b> 30	N . C. 1	15/SEC		

**General Secretary** Date: 20-12-2021

Place: Hyderabad.

Membership No.200490CCOUN UDIN:21200490AAAAFZ5835

#### Navi Disha Resource Centre

Receipts and Payments Account for the Financial Year ended 31st March 2021

Receipts	Amount Rs.	Payments	Schedule No.	Amount Rs.
To Opening Balances		By Program Expenses	1	34,93,497
Cash in Hand	2,946			
Bank Deposit for Credit Card	1,14,629	(Expenses on Activities/Programs		
ICIC Bank- 00079	22,35,883	relating to Providing Information,		
		Peer-Support to families affected		
To Grants Received from		by Intellectual and Developmental		
M/s. H.T. Parekh Foundation	10,50,000	disabilities like Down Syndrome,		
M/s. Kotak Mahindra Asset Management	25,00,000	Autism, etc)		
Company Limited		A. 22		
		By Administrative Expenses	2	1,23,778
To Donations Received from				527,1-22,5112
M/s. Origo Commodities India Pvt. Ltd.	5,00,000	By Fixed Deposits		50,50,000
M/s.Colruyt IT Consultancy	4,40,000			1203404000000000000000000000000000000000
M/s. DSP Investment Managers Pvt. Ltd.	3,00,000	By Program Advances		54,032
Ms. Veena Vaidyanathan	2,50,000			
M/s. Steelwedge Technologies Pvt Ltd	2,17,000	By TDS Deducted		6,971
M/s. Fourth Partner Energy Private Limited	2,00,000			
Mr. Sri Krishna Gullapalli	1,00,000	By Closing Balances		
M/s.Sandeep Rao Foundation	50,000	Cash in Hand		2,946
M/s. United Way of Mumbai	15,000	ICIC Bank- 00079		45,02,596
		ICIC Bank- 241186		1,50,912
To Individual Donations	3,11,135	Credit Card Deposit		1,14,628
To Bank Interest				
On Saving Bank	37,048			
On Fixed Deposits	99,795			
To Fixed Deposits Withdrawn	50,00,000			
To Expenses Payables	75,925			
	1,34,99,361			1,34,99,361

for Nayi Disha Resource Centre

General Secretary Date: 20-12-2021

Place: Hyderabad.

As per our report of even date

For Sankar & Raja

**Chartered Accountants** 

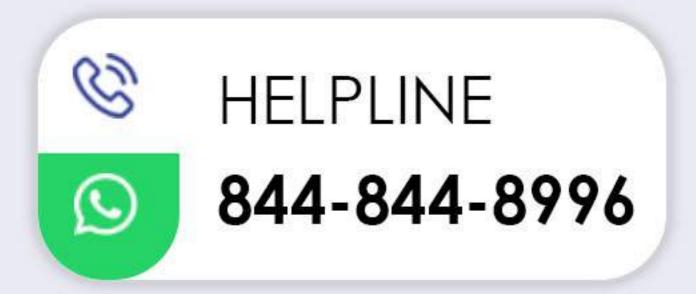
FR.No. 006601S

J.Raja Partner

Membership No.200490 UDIN:21200490AAAAE







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